

SUPERVISOR

- ◆ Train staff on policy – admin letter
- ◆ Review initial applications taken by staff, spot check periodically
- ◆ Monitor staffing – interviewing vs. keying – ensure regular pending FNS applications are addressed
- ◆ Monitor reception area – look at waiting times and need to reassess staffing
- ◆ Monitor EBT card issuance – ensure there is a minimal wait for cards
- ◆ Monitor supplies – applications, EBT cards, handouts, 8650s etc.
- ◆ Monitor keying – ensure applications taken are keyed by 5:00 p.m. the next day. Take corrective action immediately.
- ◆ Ensure there is a process in place to approve manual replacements on the day keyed
- ◆ Determine who will be available to answer policy and procedural questions.
- ◆ Develop a “canned” statement regarding EBT availability to be used by all interviewers. Revise as necessary based on keying progress.
- ◆ Provide daily data such as number of applications taken, number keyed as requested by the state or local government.
- ◆ Plan daily meeting with staff for updates, discuss findings of reviewed applications.
- ◆ Coordinate disposition of pending applications.
- ◆ Track time spent on DSNAP in case reimbursement becomes available.
- ◆ Take, process and maintain employee applications.
- ◆ Ensure terminal messages and faxes are received timely.
- ◆ Ensure reports are pulled and printed from NCFast & XPTR.